



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Mental Retardation/Intellectual Disability Community
Services Providers participating in the Virginia Medical
Assistance Programs

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 7/14/2010

SUBJECT: Update to the Mental Retardation/Intellectual Disability Community
Services Provider Manual

The purpose of this memorandum is to notify you of changes to your *Mental Retardation/Intellectual Disability Community Services Provider Manual*. The attached table shows the changes to the Provider Manual to make it reflective of the most recent regulations and Centers for Medicare and Medicaid Services' (CMS') July 1, 2009, approval of the Mental Retardation/Intellectual Disability (MR/ID) Waiver. Please download the new pages to insert into your Medicaid Provider Manual. Please review these changes carefully.

SUMMARY OF MAJOR CHANGES

General

- "Mental Retardation (MR)" is now referred to as "mental retardation/intellectual disability (MR/ID)." This change is reflected in the manual title and throughout the chapters and is a result of CMS' July 1, 2009, approval of the MR/ID Waiver and current trends in the field of MR/ID.
- Effective July 1, 2009, the Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) changed its name to the Department of Behavioral Health and Developmental Services (DBHDS). The agency's website is now www.dbhds.virginia.gov. This is also reflected throughout the revised chapters.
- Several forms have been changed (see table below). Forms required for the MR/ID Waiver can be found on the DMAS website at www.dmas.virginia.gov under "Forms

and Manuals” or on the DBHDS website at www.dbhds.virginia.gov/ODS-PersonCenteredPractices.htm.

- “Service facilitator” is revised to “services facilitator” to reflect current practice.
- In keeping with person-centered planning language, the following changes have been made:

Former Term	New Term
Consumer Service Plan (CSP)	Individual Support Plan
Individual Service Plan (ISP)	Plan for Supports
Goal	(Desired) Outcome
Objective	Support Instructions
Training	Skill-building
Assistance	Supports
Specialized Supervision	Safety Supports

Chapter II

- The definition of a qualified mental retardation professional (QMRP) and providers of crisis stabilization is changed to allow individuals with a bachelor’s degree in a human services field OR individuals with a bachelor’s degree in another field in addition to an advanced degree in a human services field, to meet the QMRP qualifications. This is in addition to any other required license, registration, or certification in accordance with his or her profession.
- The criminal record history citation in the Code of Virginia is updated from §37.1-183.3 to §37.2-416.

Chapter IV

- Language is included requiring a comprehensive assessment to be completed in accordance with a DBHDS-approved assessment tool. The Virginia SIS will be phased in with completion effective July 2012. Those for whom a SIS has not been completed will continue to have DBHDS-approved functional assessments completed, and this

information will help inform the development of their person-centered plans. After July 2012, all individuals will have a Virginia SIS completed every three years, or more frequently if the individual has undergone significant changes.

- According to recommendations made by the Centers for Medicare and Medicaid Services (CMS), the requirement that all individuals participating in a consumer-directed (CD) model of service delivery have a services facilitator (SF) is changed to “may” have a SF. The use of a SF is encouraged. If a SF is not selected by the individual receiving services, the individual or the family/caregiver serving as the employer shall perform all of the duties and requirements for services facilitation. References to tasks to be completed by the SF shall also mean the person other than a SF who is designated to perform services facilitation duties if a SF is not chosen. Services facilitation services must be performed for CD services.
- A requirement for an annual risk assessment is made. In addition, risk mitigation is to be incorporated into the Individual Support Plan.
- Enrollment and preauthorization data may be shared electronically, in addition to written hard copies.
- The case manager must monitor sponsored residential settings on a monthly basis.
- For CD services, it is clarified that the fiscal agent handled the criminal background check and Child Protective Services Central Registry Checks instead of the SF.
- A revision to the *Consumer-Directed Waiver Services Employer Manual*, effective July 1, 2009, is available on the DMAS website at www.dmas.virginia.gov/ltc-home.

Chapter V

Updates to the billing process are provided, including the implementation of ClaimCheck edits and removal of outdated language.

Chapter VI

In addition to other person-centered language changes, a comprehensive assessment is required to be completed using the SIS or other DBHDS-approved assessment tool.

Chapter VII

Person-centered language is included to reflect changes required by CMS’ approval of the MR/ID Waiver renewal.

Please review these changes carefully.

REQUESTS FOR DUPLICATE REMITTANCE ADVICES

In an effort to reduce operating expenditures, requests for duplicate provider remittance advices will no longer be printed and mailed free of charge. Duplicate remittance advices will be processed and sent via secure email. A processing fee for generating duplicate paper remittance advices will be applied to paper requests, effective July 1, 2009.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

***MENTAL RETARDATION/
INTELLECTUAL DISABILITY COMMUNITY SERVICES
PROVIDER MANUAL***

**REVISION CHART
July 14, 2010**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II		Entire Chapter	7/14/2010
Chapter IV	Chapter IV		Entire Chapter	7/14/2010
Chapter V	Chapter V		Entire Chapter	7/14/2010
Chapter VI	Chapter VI		Entire Chapter	7/14/2010
Chapter VII	Chapter VII		Entire Chapter	7/14/2010

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	
Chapter VII	Old Chapter VII	New Chapter VII	